STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY

REQUEST FOR INFORMATION
FOR
AN INTEGRATED COMPUTER AIDED DISPATCH/NEXT GENERATION 9-1-1 COMPLIANT TELEPHONY SYSTEM FOR PUBLIC SAFETY PURPOSES

RFI # 34901-01500

November 27, 2019

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Safety and Homeland Security ("State") issues this Request for Information ("RFI") for the purpose of identifying vendors who have the technology for, and experience in, providing an integrated Computer Aided Dispatch (CAD) and Next Generation (NG) 9-1-1 compliant telephony system for public safety purposes.

1.1. BACKGROUND:

(1) Tennessee Advanced Communications Network ("TACN") Division

a. The State's TACN Division is statutorily required to promulgate the rules and regulations regarding access to the statewide Project 25 ("P25") interoperable communications system, including the authority to collect, by rules or regulations, assessments for the use and/or maintenance of the system. The TACN Division utilizes the P25 interoperable system to provide support to the Tennessee Highway Patrol ("THP"), as well as, other state and local agencies. The TACN's goal is to enhance interoperable communications between public safety agencies across the state through P25 Land Mobile Radio ("LMR"), dispatch services, public safety broadband, resource sharing, and increased awareness of training opportunities.

(2) TACN Operations

a. There are currently four (4) Dispatch Centers located across the state of Tennessee in Chattanooga, Knoxville, Nashville, and Jackson. The TACN Division is considered to be a secondary public safety answering point ("PSAP")—receiving 9-1-1 transfers from any primary PSAPs. The Dispatch Centers are open twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year (or three hundred sixty-six (366)) in the event of a leap year). The Dispatch Centers also receive calls through an array of different administration lines to include *THP (*847).

b. Within the TACN Division, individuals utilize a Computer Aided Dispatch (CAD) system, which is an incident and resource management tool to identify, coordinate and/or track the location and status of calls for service and resources called for responses.

1.2. WHY THE STATE'S TACN DIVISION IS SEEKING AN INTEGRATED CAD/NG 9-1-1 COMPLIANT TELEPHONY SYSTEM FOR PUBLIC SAFETY PURPOSES:

(1) Would like one (1) integrated system that includes the integration of two (2) existing systems--CAD system and NG 9-1-1 compliant telephony system—with multiple capabilities;

(2) Hardware and software maintenance and support costs are high;

(3) To improve customer service;

(4) To improve overall response time for both dispatchers and troopers;

(5) To increase the overall efficiency of dispatchers to gather and disseminate data to troopers;

(6) To ensure continued and efficient pre- and post-implementation support from a Contractor (e.g., post-implementation maintenance and support, training, etc.);

(7) Existing technology (hardware and software) is antiquated; and

(8) To ensure compliance with State and Federal statutes.

1.3. THE STATE DESIRES (AT A MINIMUM) THE FOLLOWING IN THE INTEGRATED CAD/NG 9-1-1 COMPLIANT TELEPHONY SYSTEM:

(1) All necessary hardware and software products including the software application, design, development, customization, and configuration;

(2) A secure, web-based, integrated CAD/NG 9-1-1 compliant telephony system - complete with multiple systems and functionalities to include: CAD and NG 9-1-1 compliant telephony systems, and the ability to interface with the State's current mobile-video, the State's current Motorola MCC7500 radio console, and Tennessee Integrated Traffic Analysis Network ("TITAN") systems. The integrated CAD/NG 9-1-1 compliant telephony system must, at all times, comply with the State's *Enterprise Information Technology and Security Policies* (This document is available upon request and execution of a confidentiality document.), as well as, Criminal Justice Information System ("CJIS") security requirements as determined by the Tennessee Bureau of Investigation, and other standards;

(3) An integrated system that has the capability of producing a variety of both pre-defined standard and customized reports, as well as, utilizing real-time data to run ad hoc or customized queries;

(4) A CAD system that meets the following requirements:

a. The APCO ANSI 1.110.1-2015, "Multi-Functional Multi-Discipline Computer Aided Dispatch (CAD) Minimum Function Requirements";

b. Has the ability to integrate with the State's current advanced vehicle location ("AVL");

c. Has the ability to be utilized and viewed in both a mobile (i.e., vehicle) setting and as an optimized version (i.e., cellular device, laptop, etc.)

d. Has the ability to perform, at minimum, the following functionalities:

i. Call handling or CAD event creation;

ii. Dispatch support;

iii. Resource management;

iv. Call/incident/event management;

v. Support resource request and tracking;

vi. Incident disposition;

vii. Reporting and monitoring; and

viii. Robust mapping for both dispatch and mobile users.

e. Has the ability to receive data from RapidSOS's NG 9-1-1 Clearinghouse (technology which allows PSAPs to securely access device-based hybrid location information from smartphones during calls to 9-1-1); and

f. Has the ability to interface with a mass notification system (i.e., ReadyOps).

(5) A Next Generation ("NG") 9-1-1 compliant telephony system that meets the minimum following requirements:

a. The requirements for a NG 9-1-1 public safety answering point ("PSAP") that is capable of receiving an IP-based signal and media for delivery of emergency calls;

b. Must support the National Emergency Number Association ("NENA") i3 architecture as it is proposed in NENA-STA-010, "NENA Detailed Functional and Interface Standards for the NENA i3 Solution";

c. Must include hardware that has the ability to answer both telephony calls and radio transmission utilizing the State's current Motorola MCC7500 radio console. At a minimum, this hardware shall have the ability to simultaneously accept audio from either a telephone or radio;

d. Must have an automatic call distribution functionality so that the State can have the ability to re-route calls to multiple dispatch locations across the State;

e. Must have the ability to provide instant playback for a set number of hours (e.g. eight to twenty-four (8-24) - the time parameter will be determined by the State; and

f. Must meet all applicable Association of Public-Safety Communications Officials ("APCO") and Federal Communications Commission ("FCC") standards, as well as, support future revisions when released.

(6) The Integrated CAD/NG 9-1-1 compliant telephony system shall provide the ability to capture and record all interactions; and

(7) The Integrated CAD/NG 9-1-1 compliant telephony system shall capture and display real-time metrics.

2. COMMUNICATIONS:

2.1. Please submit your response to this RFI to:

Charles Key, Sourcing Account Specialist
Central Procurement Office

Department of General Services
WRS Tennessee Tower, 3rd Floor
312 Rosa L. Parks Ave., Nashville, TN 37243
Email: Charles.Key@tn.gov
Office #: (615) 741-1433

2.2. Please feel free to contact the Department of General Services with any questions regarding this RFI. The main points of contact will be:

Charles Key, Sourcing Account Specialist
Central Procurement Office
Department of General Services
WRS Tennessee Tower, 3rd Floor
312 Rosa L. Parks Ave., Nashville, TN 37243
Email: Charles.Key@tn.gov
Office #: (615) 741-1433

2.3. Please reference RFI # 34901-01500 with all communications to this RFI.

3. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		November 27, 2019
2.	RFI Response Deadline	2:00 P.M.	December 17, 2019
3.	Review Responses and Schedule Demos		December 20, 2019
4.	Conduct Demos		January 13 – 17, 2020

4. GENERAL INFORMATION:

4.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

4.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the State chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

4.3. The State will not pay for any costs associated with responding to this RFI.

5. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI # 34901-01500 TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

   Name, Title:
   Address:
   Phone Number:
   Email:

3. Experience
   a. Provide a description of your company's experience providing this type (as mentioned in background) or similar integrated system for a similar sized and geographically dispersed public safety agency.
   b. Provide three (3) references from other clients.

4. Configuration
   a. Provide a narrative and appropriate drawings explaining the hardware and software configurations of the proposed integrated CAD/NG 9-1-1 compliant telephony system.

5. Technical Design
   a. Describe the technical architecture of the proposed integrated system including the ability to interface with other multiple systems. Also provide a description of each component, appropriate technical drawings, and the process flow of how each component works, and how each component integrates and interfaces with each of the other components in the proposed integrated system.
   b. Describe the use of industry best practices in the development and delivery of similar integrated systems.
   c. Suggest the necessary interface considerations and requirements for integrating CAD support services and applications to other types of systems to include:
      i. A public safety records management system;
      ii. An automated license plate reader/recognition system;
      iii. A mobile video camera system;
      iv. An evidence tracking system; and
      v. Future public safety related technologies.
   d. Describe how data is secured while at rest, in transit, or in use.

6. Implementation
   a. Provide the expected timeframe for each of the following activities: 1) Design; 2) Development; 3) Testing; 4) Training; and 5) Installation and Implementation. This includes any conversion time needed during transition from existing systems to a new, integrated system.
   b. Describe your training approach.
   c. Describe/outline ongoing training that could be provided to employees. Is training readily available including on-line formats and easily accessible?
   a. Describe any lessons learned the State should consider on previous similar projects.

7. Support
   a. Describe the maintenance and support plans that are available.

COST INFORMATIONAL FORM

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, user, device, each, etc.). This should include clarification of the pricing model that would be proposed for a similar system.

2. Describe the typical price range for similar services or goods. Clarify what are standard features and what are additional costs.

3. Please provide a rough non-binding estimated range for the proposed integrated system.

4. What does your company believe to be the most efficient and cost effective integrated system?

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State:
2. Please describe any other considerations.